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News Release

SOCIAL SECURITY

Social Security to Expand Field Office Hours Nationwide

Budget for Fiscal Year 2015 Allows Agency to Restore Some Service Hours

Social Security announces as a result of Congress' approval of the fiscal year 2015 budget, the agency will expand its hours nationwide and offices will be open to the public for an additional hour on Mondays, Tuesdays, Thursdays and Fridays, effective March 16, 2015. A field office that is usually open from 9:00 a.m. to 3:00 p.m. will remain open until 4:00 p.m. Offices will continue to close to the public at noon every Wednesday so employees have time to complete current work and reduce backlogs.

"This expansion of office hours reaffirms our commitment to providing the people we serve the option of top-notch, face-to-face assistance in field offices even as we work to expand online services for those who prefer that flexibility," said Carolyn W. Colvin, Acting Commissioner of Social Security. "The public expects and deserves world-class customer service and thanks to approved funding, I am pleased we will continue our tradition of exceptional service."

In recent years, Social Security reduced public office hours due to congressional budget cuts, growing backlogs and staffing losses. The agency began recovery in fiscal year 2014 by replacing some field office staffing losses and providing overtime support to process critical work. With the commitment of resources in fiscal year 2015, the agency is able to restore some service hours to the public.

Most Social Security business does not require a visit to a local field office. Many services, including applying for retirement, disability and Medicare benefits, creating a my Social Security account, replacing a Medicare card, or reporting a change of address or telephone number are conveniently available anytime at www.socialsecurity.gov. Social Security also offers assistance via a toll-free number, 1-800-772-1213 (Voice) and 1-800-325-0778 (TTY). Representatives are available from 7:00 a.m. to 7:00 p.m., Monday thru Friday.